

May 23, 2008

Qwest
Mary Gavril
475 East 1325 South
Provo, UT 84606

Re: Settlement of Utah Public Service
Commission Docket 07-049-60

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2008 MAY 28 A 11: 41

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Ms. Gavril,

We are in receipt of your offer regarding our complaint. We do remember meeting with you in January. We also left you numerous messages to get information pertaining to our account, which includes but is not limited to, an email to my personal email address which your company did not have access to which included a receipt for change in service we did not authorize. The information requested at the meeting was never sent to us as agreed upon during the meeting.

Please be advised to our terms as they are listed below:

1. The amount of \$663.90 will be written off. We will also receive documented paperwork stating the collection agency Qwest referred us to will be in accordance to erase any and all negative reports that may be seen upon our credit report or amounts that may be reported to any of the three credit bureaus in regards to our relationship with Qwest during any and all months of service.
2. Due to Qwest having a near monopoly in regards to internet and DSL, if needed we will be allowed to sign up for DSL service without having to pay \$663.90, which will include any service providers that may lease lines from Qwest. We do not intend to ever use Qwest again, however, if we are put in a position where we are forced to use Qwest for internet or to lease a line from a provider this will be agreed upon.
3. Due to numerous cell phone minutes to call the executive office and also to follow up with representatives, we are asking that cell phone minutes be reimbursed for the months of July 2007-November 2007 totaling an amount of \$300.

If the foregoing is acceptable please countersign and date the attached originals.

Regards,

Jenny and David Patten